PUBLIC SAFETY SERVICES
OFFICE OF LEGAL AFFAIRS
STRATEGIC PLAN
FY 2004-2005 - FY 2009-2010

MISSION: It is the mission of the Office of Legal Affairs to provide effective, quality, legal assistance in an efficient, expeditious and professional manner to all offices, boards, and commissions within Public Safety Services. The Office of Legal Affairs mission is consistent with and supports the Department of Public Safety and Corrections, Public Safety Services' mission statement.

VISION: Provide the best legal services possible to the offices, boards, and commissions of Public Safety Services.

PHILOSOPHY: Provide legal services with dignity, respect and civility.

GOALS:

I. Manage legal services in an effective, efficient, and professional manner; provide and promote the efficient use of legal input.

II. Improve the collection of fines and debts owed to the State of Louisiana through Public Safety Services.

III. Improve the quality of legal services by more efficient and effective training, development of programs, and upgrading of positions.

Objective I.1 To successfully litigate 100% of Driver=s License suits filed against the Department.

Strategy I.1.1	Continue the development of a system to identify, track and record the results of the litigation
Strategy I.1.2	Inventory the Driver=s License suits filed against the Office of Motor Vehicles

Performance Indicators:

Input: Litigation by plaintiff, defendant, and Court
Output: Number of Driver-s License suits defended for the Office of
            Motor Vehicles
            Number of Driver-s License suits filed against the Office of Motor
            Vehicles by Judicial District
            Number of Driver-s License suits/appeals that result in the
            affirmation of Driver-s License suspensions
Outcome: Percentage of Driver-s License suits dismissed or won by the
            Department
            Percentage of Driver-s License suits dismissed or won by the
            Department by Judicial District

Objective I.2 Successfully defend 100% of the Civil Service Commission and State
               Police Commission Appeals filed against the Department

    Strategy I.2.1   Continue the development of a system to identify, track and
                        record the results of the litigation
    Strategy I.2.2   Inventory the Civil Service Commission and State Police
                        Commission Appeals filed against the Department

Performance Indicators:

    Input: Litigation by plaintiff, defendant and Commission
    Output: Number of Disciplinary Actions defended by the Department
                Number of Disciplinary Actions defended by the Department by
                Commission
                Number of Disciplinary Actions won by the Department
    Outcome: Percentage of State Police Commission and Civil Service Appeals
                that result in affirmation of the action of the appointing authority.
                Percentage of Appeals won by the Department by Commission

Objective I.3 To successfully litigate 100% of the Denial of Improper Subpoenas
               Duces Tecum and unauthorized Public Record Requests.
    Strategy I.3.1   Continue to develop a system to identify, track, record the
                        results of the litigation
    Strategy I.3.2   Inventory the Denial of Improper Subpoena Duces Tecum
                        and unauthorized Public Record Requests suits filed against
                        the Department

Performance Indicators:

    Input: Litigation by plaintiff, defendant, and Court
    Output: Number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department

                    Number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department by Judicial District

                    Number of suits of Denial of Improper Subpoena Duces Tecum and authorized Public Record Requests dismissed or won by the Department

    Outcome: Percentage of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests dismissed or won by the Department

                    Percentage of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests dismissed or won by the Department by Judicial District

Objective I.4 Successfully defend 100% of the Administrative Actions of the Office of the State Fire Marshall.

    Strategy I.4.1   Develop a tracking system to identify, track and record the results of the Administrative Actions of the Office of State Fire Marshall

    Strategy I.4.2   Inventory the Office of State Fire Marshall Administrative Actions Appeals filed against the Office of the State Fire Marshall

Performance Indicators:

    Input: Litigation by plaintiff, defendant and Judicial District Court
    Output: Number of Administrative Actions defended by the Department

                    Number of Administrative Actions defended by the Department by Judicial District

                    Number of Administrative Actions won by the Department

    Outcome: Percentage of Administrative Actions of the Fire Marshall defended

Objective I.5 Successfully defend 100% the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed

        Strategy I.5.1   Develop a tracking system to identify, track, record the results of the Administrative Actions defended

        Strategy I.5.2   Inventory the Office of State Police, TESS Administrative Actions defended.

Performance Indicators

        Input: Litigation by plaintiff, defendant, Court, and amount of fines sought

        Output: Number of TESS Administrative Actions filed by the Department
Number of TESS Administrative Actions filed by the Department by Judicial District
Number of TESS Administrative Actions won by the Department
Amount of TESS Administrative fines adjudicated to the Department
Amount of TESS Administrative fines collected for the Department
Amount of TESS Administrative fines attempted to be collected for the Department

        Outcome: Percentage of TESS Administrative suits won by the Department
Percentage of TESS Administrative suits won by the Department by Judicial District
Amount of TESS Administrative fines adjudicated to the Department
Amount of TESS Administrative fines collected for the Department

      Objective II.1   To provide 100% of the litigation support, draft necessary rules and regulations, and draft Legislation and provide legal representation to the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

        Strategy II.1.1   Develop a tracking system to identify, track, record the number of Rules, Regulations and Legislation drafted for

the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Strategy II.1.2   Inventory the number of Rules, Regulations and Legislation drafted for the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Performance Indicators:

Input: Number of Rules, Regulations, and Legislation drafted for the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Output: Number of Rules, Regulations, and Legislation drafted for each of the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Outcome: Percentage of Rules, Regulations, and Legislation drafted for each of the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Objective II.2   Successfully litigate 100% of the collection efforts of the debts owed to the Office of Motor Vehicles for bad checks.

Strategy II.2.1   Develop a tracking system to identify, track, record the results of the litigation

Strategy II.2.2   Inventory the Office of Motor Vehicles bad debt suits filed by the Department

Performance Indicators

Input: Litigation by plaintiff, defendant, Court, and amount of bad debts

owed to the Office of Motor Vehicles for bad checks.

Output: Number of suits filed by the Department
Number of suits filed by the Department by Judicial District
Number of suits dismissed or won by the Department
Amount of money adjudicated to the Department
Amount of money collected for the Department
Amount of money attempted to be collected for the Department

Outcome: Percentage of suits won by the Department
Percentage of suits won by the Department by Judicial District
Amount of money adjudicated to the Department
Amount of money collected for the Department

Objective III.1　To provide ongoing training and development for all OLA employees to ensure that they receive at least the minimum continuing Professional Education credits and upgrade clerical positions to paralegal positions

Strategy III.1.1　Work with Civil Service to provide the opportunity for professional and support staff level classes.

Strategy III.1.2　Recognize and reward both improved performance and outstanding achievement within the Office

Strategy III.1.3　Upgrade clerical positions to paralegal positions to increase effectiveness.

Performance Indicators:

Input: Number of man-hours of professional and support staff classes attended.

Output: Number of employees attending
Number of employees advancing to higher level

Outcome: Number of employees rewarded for achievement

Outcome: Number of positions upgraded

1.   Our principal clients and users are the Office of State Police, Office of
      Management and Finance, Office of Motor Vehicles, Office of the State Fire
      Marshall, Liquefied Petroleum Gas Commission, Highway Safety
      Commission and other Budget Units of the Department of Public Safety and
      Corrections, Public Safety Services. It is the mission of the Office of Legal
      Affairs to provide effective quality legal assistance in an efficient,
      expeditious and professional manner to all offices, boards, and commissions
      within Public Safety Services.

2.   Potential external factors beyond our control include but are not limited to
      the following: further reduction in staff, change in the legislation affecting
      the entities to which the OLA provides assistance, the number of litigation
      claims filed by plaintiff counsel, etc.

3.   The statutory authority for each goal is: La.R.S. 36:401 et seq.; La.R.S.
      32:57.1- written promise suspensions of D.L.'s for nonappearance in court
      on a traffic violation; La.R.S. 32:414 and 32:668-judicial review provided
      for D.L. suspensions; R.S. 32:415.1- economic hardship appeal of D.L.
      suspension or revocation; La.R.S.32:419- judicial review of OMV refusal to
      license; La.R.S.32:852-judicial appeal of D.L. suspensions caused by a lack
      of motor vehicle liability insurance; La.R.S.32:378.2- authority for civil
      court to order ignition interlock restricted license; La.R.S. 40:1561 et seq,
      OSF, including but not limited to 40:1662.1 et seq alarm industry licensing
      law; 40:1651 et seq,; Fire extinguisher systems & fire detection & fire alarm
      systems, La. Constitution Art. X; and others.

4.   The primary persons who will benefit by each objective is included in the
      plan objectives: the Office of Motor Vehicles, Office of State Police, Office
      of State Fire Marshal, Office of Management and Finance, Office of Legal
      Affairs and the other Boards and Commissions in Public Safety Services.

5.   Internally our plan does not duplicate effort.

6.   Performance indicator documentation sheets - see attached.

7.   Our goals and objectives complement Objective 1.8 of Louisiana Vision 2020 by improving the efficiency and accountability of a governmental agency and Objective 1.6 by improving the ongoing education of our employees. Our goals and objectives further complement Objective 3.1 by increasing the quality of jobs for our employees. The Children's Budget Link is not applicable.   Human Resource Policies Beneficial to Women and Families Line is supported by the Office of Legal Affairs by granting flexible work schedules to accommodate employees with child care or other family issues. Public Safety Services has an employee assistance program which provides information and guidance for employees and/or family members. In accordance with federal law, the department supports the Family and Medical Leave Act and upholds practices with those guidelines, supporting employees and families.

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421 DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the driver's license suits filed against the Department.**

Indicator Name: Percentage of Driver's License Suits Defended.

This indicator combines the input performance indicators – litigation by plaintiff, defendant, and Court; and the output performance indicators - the number of Driver's License suits filed against the Office of Motor Vehicles by Judicial District; and the number of Driver's License suits defended for the Office of Motor Vehicles.

Indicator LaPAS PI Code: 1792

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:** Defending the Office of Motor Vehicles Administrative decisions is part of OLA's charge. How close we come to defending all of the attacks upon OMV's decisions is of primary importance to OMV and OLA.

3. **Use:** The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (drivers license) and agency (OMV). Manually count those cases that have come in and the number of those cases assigned to attorneys. The number of cases assigned to attorneys divided by the number of cases which have come in times 100% equals the percentage of Driver's License suits defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program:　　　**Legal 08B-421　　DPSC- Public Safety Services – Office of Legal Affairs**

Objective:　　　**Successfully defend 100% of the Civil Service Commission and State Police Commission Appeals filed against the Department**

Indicator Name: Percentage of Civil Service and State Police Commission appeals defended

This indicator combines the Input Performance Indicators – litigation by plaintiff, defendant, and Commission and the Output Performance Indicators – Number of Disciplinary Actions defended by the Department and Number of Disciplinary Actions defended by the Department by Commission

Indicator LaPAS PI Code: 11322

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**　　　Defending the Appointing Authority's Personnel decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**　 The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes; however, a better description would substitute the word "actions" for the word "appeals."

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with an appeal using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of file (Personnel Matter), and assigned attorney (names of attorneys). Manually count the personnel cases that have come in and the number of cases assigned to attorneys. The number of cases assigned to attorneys divided by the number of cases which have come in times 100% equals the percentage of cases defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421 DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the driver's license suits filed against the Department.**

Indicator Name: Number of Driver's License Suits Defended

This indicator combines the Output Performance Indicators – Number of Driver's License suits defended for the Office of Motor Vehicles and the Number of Driver's License suits filed against the Office of Motor Vehicles by Judicial Dis trict.

Indicator LaPAS PI Code: 1794

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:** Defending the Office of Motor Vehicles Administrative decisions is part of OLA's charge. How close we come to defending all of the attacks upon OMV's decisions is of primary importance to OMV and OLA.

3. **Use:** The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (driver's license) and agency (OMV). Manually count the cases that have come in and the number of cases assigned to attorneys. The number of cases assigned to attorneys equal the number of driver's license cases defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the driver's license suits filed against the Department**

Indicator Name: Percentage of suits that result in affirmation of driver's license suspension

This indicator combines the Outcome performance indicators – Percentage Driver's License suits dismissed or won by the Department and the Percentage of Driver's License suits dismissed or won by the Department by Judicial District and the Output performance indicator – Number of Driver's License suits/appeals that result in the affirmation of Driver's License suspensions.

Indicator LaPAS PI Code: 6581

1. **Type and Level**: Outcome Indicator- Key Level

2. **Rationale:**   Defending the Office of Motor Vehicles Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon OMV's decisions is of primary importance to OMV and OLA.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success and whether the case is won or lost is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (drivers license), agency (OMV), and results in the disposition field as reported by the attorneys handling the suits.   Manually count the cases that have been closed and the results of the number of cases assigned to attorneys. The number of cases assigned to attorneys with winning results divided by the number of cases which have been closed times 100% equals the percentage of suits that result in affirmation of driver's license suspension.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Civil Service Commission and State Police Commission Appeals filed against the Department**

Indicator Name: Number of disciplinary actions defended

This indicator combines the Output Performance Indicators – Number of Disciplinary Actions defended by the Department and Number of Disciplinary Actions defended by the Department by Commission.

Indicator LaPAS PI Code: 11326

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:** Defending the Appointing Authority's Personnel decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:** The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity**: Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with an appeal using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of file (Personnel Matter), and assigned attorney (names of attorneys). Manually count the personnel cases that have come in and assigned to attorneys.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Civil Service Commission and State Police Commission Appeals filed against the Department**

Indicator Name: Percentage of Civil Service and State Police Commission appeals that result in affirmation of the action of the appointing authority

This indicator combines the Outcome performance indicators – Percentage of State Police Commission and Civil Service Appeals that result in affirmation of the action of the appointing authority and Percentage of Appeals won by the Department by Commission and Output performance indicator – Number of Disciplinary Actions won by the Department.

Indicator LaPAS PI Code: 11327

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Defending the Appointing Authority's Personnel decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with an appeal using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of file (Personnel Matter), assigned attorney (names of attorneys),and results in the disposition field as reported by the attorneys handling the suits. Manually count the cases that have been closed and the results of the number of cases assigned to attorneys. Th e number of cases assigned to attorneys with winning results divided by the number of cases which have been closed times 100% equals the percentage of suits that result in affirmation of driver's license suspension.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the Denial of Improper Subpoenas Duces Tecum and unauthorized Public Record Requests**

Indicator Name: Percentage of Denial of SDT and public records requests defended.

This indicator combines the input performance indicator – Litigation by plaintiff, defendant, and Court, and the output performance indicators – number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department and number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department by Judicial District.

Indicator LaPAS PI Code: 11328

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Defending the Appointing Authority's Denial of Subpoena Deuces Tecum and Public Record Requests decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology: :** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (subpoena duces tecum, public record request) and agency (all). Manually count the cases that have come in and the number of cases assigned to attorneys. The number of cases assigned to attorneys divided by the number of cases which have come in times 100% equals the percentage of cases defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the Denial of Improper Subpoenas Duces Tecum and unauthorized Public Record Requests**

Indicator Name: Number of Denial of SDT and public records requests defended.

This indicator combines the Output .Performance Indicators – number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department and number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests filed against the Department by Judicial District.

Indicator LaPAS PI Code: 11331

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Defending the Appointing Authority's Denial of Subpoena Deuces Tecum and Public Record Requests decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (subpoena duces tecum, public record request) and agency (all). Manually count the cases that have come in and the number of cases assigned to attorneys.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the Denial of Improper Subpoenas Duces Tecum and unauthorized Public Record Requests**

Indicator Name: Percentage of Denial of SDT and public records requests defended affirmed.

This indicator combines the Outcome Performance Indicators – Percentage of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests dismissed or won by the Department and Percentage of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests dismissed or won by the Department by Judicial District and the Output performance indicator – number of suits of Denial of Improper Subpoena Duces Tecum and unauthorized Public Record Requests dismissed or won by the Department

Indicator LaPAS PI Code: 11336

1. **Type and Level**: Outcome Indicator- Key Level

2. **Rationale:**   Defending the Appointing Authority's Denial of Subpoena Deuces Tecum and Public Record Requests decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking system and perform a search for the beginning and ending dates of the quarter, type of case (litigation), type of file (subpoena duces tecum, public record request) and agency (all) and results in the disposition field as reported by the attorneys handling the suits. The number of cases assigned to attorneys with winning results divided by the number of cases which have been closed times 100% equals the percentage of Denial of SDT and public records request defended affirmed.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421 DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of the State Fire Marshall**

Indicator Name: Percentage of Fire Marshal administrative actions defended

This indicator combines the input performance indicators – litigation by plaintiff, defendant and Judicial District Court and the output performance indicators, the number of Administrative Actions defended by the Department and the Number of Administrative Actions defended by the Department by Judicial District.

Indicator LaPAS PI Code: 11338

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:** Defending the State Fire Marshal's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Fire Marshal's decisions is of primary importance to management.

3. **Use:** The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Litigation), assigned attorney (names of attorneys), and agency (Fire Marshall). Manually count the cases involving defense of the State Fire Marshal's Administrative decisions and the number of cases assigned to attorneys. The number of cases assigned to attorneys divided by the number of cases which have come in times 100% equals the percentage of cases defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 8-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421**   **DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of the State Fire Marshall**

Indicator Name: Number of Fire Marshal Administrative actions defended

This indicator combines the Output Performance Indicators – Number of SFM Administrative Actions defended by the Department and the Number of SFM Administrative Actions defended by the Department by Judicial District

Indicator LaPAS PI Code: 11339

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Defending the State Fire Marshal's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Fire Marshal's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:**   Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Litigation), assigned attorney (names of attorneys), and agency (Fire Marshall). Manually count the cases involving defense of the State Fire Marshal's Administrative decisions assigned to attorneys.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of the State Fire Marshall**

Indicator Name: Percentage of Fire Marshal Administrative Actions Defended Affirmed

Indicator LaPAS PI Code: 11340

1. **Type and Level**: Outcome Indicator- Key Level

2. **Rationale:**   Defending the State Fire Marshal's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Fire Marshal's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Litigation), assigned attorney (Names of attorneys), results in the disposition field as reported by the attorneys handling the suits and agency (Fire Marshall). Manually count the cases involving defense of the State Fire Marshal's Administrative decisions that have been closed and the results of the number of cases assigned to attorneys. The number of cases assigned to attorneys with winning results divided by the number of cases which have been closed times 100% equals the percentage of suits that result in affirmation of the SFM's Administrative Action.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** None known.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed**

Indicator Name: Percentage of TESS Administrative actions defended.

This indicator combines Input Performance Indicators – Litigation by plaintiff, defendant and Court and Output Indicators – Number of TESS Administrative Actions filed by the Department, Number of TESS Administrative Actions filed by the Department by Judicial District.

Indicator LaPAS PI Code: 11341

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Defending the State Police Transportation and Environmental Safety Section's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Police's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Other), assigned attorney (names of attorneys), and agency (TESS). Manually count the cases involving defense of the TESS's Administrative decisions and the number of TESS cases assigned to attorneys. The number of those cases assigned to attorneys divided by the number of those cases which have come in times 100% equals the percentage of TESS cases defended.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** The Case Tracking System does not presently have the ability to track the amount of the fines.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program:　　　**Legal 08B-421　　DPSC- Public Safety Services – Office of Legal Affairs**

Objective:　　　**Successfully defend 100% of the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed.**

Indicator Name: Number of TESS Administrative actions defended.

This indicator combines Output Indicators – Number of TESS Administrative Actions filed by the Department and Number of TESS Administrative Actions filed by the Department by Judicial District

Indicator LaPAS PI Code: 11346

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**　　　Defending the State Police Transportation and Environmental Safety Section's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Police's decisions is of primary importance to management.

3. **Use:**　 The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Other), assigned attorney (names of attorneys), and agency (TESS). Manually count the cases involving defense of TESS' Administrative decisions and the number of those cases assigned to attorneys.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** The Case Tracking System does not presently have the ability to track the amount of the fines.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed.**

Indicator Name: Percentage of TESS Administrative actions defended affirmed

This indicator combines Outcome Performance Indicators – Percentage of TESS Administrative suits won by the Department and Percentage of TESS Administrative suits won by the Department by Judicial District and the Output Performance Indicator – Number of TESS Administrative Actions won by the Department

Indicator LaPAS PI Code: 11347

1. **Type and Level**: Outcome Indicator- Key Level

2. **Rationale:**   Defending the State Police Transportation and Environmental Safety Section's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Police's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** Go to the Case Tracking System and perform a search for the beginning and ending dates of the quarter, type of file (Other), assigned attorney (Names of attorneys), results in the disposition field as reported by the attorneys handling the suits and agency (TESS). Manually count the cases involving defense of TESS' Administrative decisions that have been closed and the results of the number of those cases assigned to attorneys. The number of TESS cases assigned to attorneys with winning results divided by the number of TESS cases which have been closed times 100% equals the percentage of suits that result in affirmation of TESS' Administrative Action.

8. **Scope:** The indicator is aggregated on statewide basis.

9. **Caveats:** The Case Tracking System does not presently have the ability to track the amount of the fines.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of Driver's License suits filed against the Department**

Indicator Name: Number of Driver's License Suits Defended by Judicial District and Percentage of Driver's License suits dismissed or won by the Department by Judicial District

Indicator LaPAS PI Code: NEW See caveat.

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Management Tool for allocation of manpower. This item is covered in LaPas PI Code 1794 and 6581. Defending the Office of Motor Vehicles Administrative decisions is part of OLA's charge. How close we come to defending all of the attacks upon OMV's decisions is of primary importance to OMV and OLA.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information including the degree of success is reported and input into the Case Tracking System.   The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** See Calculation Methodology for PI Code 1794 and 6581. Add "Judicial District" to Search

8. **Scope:** The indicator is aggregated on statewide basis in PI Code 1794 and 6581.

9. **Caveats:** The indicators are aggregated in PI Code 1794 and 6581 and are captured in the data base so that they can be retrieved easily.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Civil Service Commission and State Police Commission Appeals filed against the Department**

Indicator Name: Number of disciplinary actions defended by OLA by Commission and the Percentage of Appeals won by the Department by Commission

Indicator LaPAS PI Code: NEW See caveat

1. **Type and Level**: Input Indicator- Key Level

2. **Rationale:**   Management Tool for allocation of manpower. This item is covered in LaPas Code 11326 and 11327. Defending the Appointing Authority's Personnel decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with an appeal using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** See Calculation Methodology for PI Code 11326 and 11327. Add "Commission" to Search.

8. **Scope:** The indicator is aggregated on statewide basis in PI Code 11326 and 11327.

9. **Caveats:** These indicators are aggregated in PI Code 11326 and 11327 and are captured in the data base so that they can be retrieved easily if needed.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421**   **DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To successfully litigate 100% of the Denial of Improper Subpoenas Duces Tecum and unauthorized Public Record Requests**

Indicator Name: Number of Denial of SDT and public records requests defended by Judicial District and Percentage of suits of Denial of Improper SDT and Public Records Requests dismissed or won by the Department by Judicial District and Percentage of suits of Denial of Improper SDT and Public Records Requests dismissed or won by the Department by Judicial District

Indicator LaPAS PI Code: NEW See Caveat

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Management Tool for allocation of manpower. This item is covered in LaPas Code PI Code 11331 and 11336. Defending the Appointing Authority's Denial of Subpoena Deuces Tecum and Public Record Requests decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the Appointing Authority's decisions is of primary importance to management.

3. **Use:** The indicator is used to determine the basis for workload function. It is used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** See Calculation Methodology for PI Code 11331 and 11336.   Add "Judicial District" to Search.

8. **Scope:** The indicator is aggregated on statewide basis in PI Code 11331 and 11336.

9. **Caveats:** These indicators are aggregated in PI Codes 11331 and 11336 and is captured in the data base so that they can be retrieved easily if needed.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of the State Fire Marshal**

Indicator Name: Number of Fire Marshal administrative actions defended by Judicial District.

Indicator LaPAS PI Code: NEW **See caveat**

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:**   Management Tool for allocation of manpower. Defending the State Fire Marshal's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Fire Marshal's decisions is of primary importance to management.

3. **Use:**   The indicator is used to determine the basis for workload function. It is used both for internal management purposes and for performance-based budgeting purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** See Calculation Methodology for PI Code 11339. Add "Judicial District" to Search.

8. **Scope:** The indicator is aggregated on statewide basis in PI Code 11339.

9. **Caveats:** The indicator is aggregated in PI Code 11339 and is captured in the data base so that it can be retrieved easily.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed**

Indicator Name: Number of TESS Administrative actions defended by Judicial District and Percentage of TESS Administrative suits won by the Department by Judicial District.

Indicator LaPAS PI Code: NEW See caveat

1. **Type and Level**: Output Indicator- Key Level

2. **Rationale:** Management Tool for allocation of manpower. This item is covered in LaPas PI Code 11346 and 11347. Defending the State Police Transportation and Environmental Safety Section's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Police's decisions is of primary importance to management.

3. **Use:** The indicator is used to determine the basis for workload function. It is used for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No. The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data is collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data is processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data is collected daily and reported quarterly.

7. **Calculation Methodology:** See Calculation Methodology for PI Codes 11346 and 11347. Add "Judicial District" to Search.

8. **Scope:** The indicator is aggregated on statewide basis in PI Code 11346 and 11347.

9. **Caveats:** The indicator is aggregated in PI Code 11346 and 11347 and is captured in the data base so that it can be retrieved easily.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **Successfully defend 100% of the Administrative Actions of the Office of State Police, TESS, in collecting fines accessed**

Indicator Name: Amount of TESS Administrative fines adjudicated, collected and attempted to be Collected for the Department.

Indicator LaPAS PI Code: NEW See Caveat

1. **Type and Level**: Output and Outcome Indicators- Key Level

2. **Rationale:**   Results oriented for cost effective allocation of manpower. This item is not available in our data base. The TESS unit of State police has data on all fines collected. Defending the State Police Transportation and Environmental Safety Section's Administrative decisions is part of OLA's charge. How close we come to defending and being successful of all of the attacks upon the State Police's decisions is of primary importance to management.

3. **Use:**   The indicator could be used to determine the basis for workload function for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data could be collected by an employee creating the entry in the Case Tracking System each time the Office is served with a suit or a request using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data could be processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data could be collected daily and reported quarterly.

7. **Calculation Methodology:** The Case Tracking System does not have the ability to track the amount of fines.

8. **Scope:** The indicator could be aggregated on statewide basis.

9. **Caveats:** Although the amount of money collected could show effectiveness, the deterrent factor for merely prosecuting the cases is unknown but is expected to be large. The Case Tracking System does not have the ability to track the amount of fines.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To provide 100% of the litigation support, draft necessary rules and regulations, draft Legislation and provide legal representation to the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshal, Office of Motor Vehicles and Office of State Police, TESS, and LPG**

Indicator Name: Number of Rules, Regulations, and Legislation drafted for the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Percentage of Rules, Regulations, and Legislation drafted for each of the Budget Unit Heads of the Office of Public Safety Services, including but not limited to the Office of State Fire Marshall, Office of Motor Vehicles and Office of State Police, TESS, and LPG

Indicator LaPAS PI Code: NEW   See caveat

1. **Type and Level**: Input and Outcome Indicators- Key Level

2. **Rationale:**   Results oriented for cost effective allocation of manpower. This item is not available in our data base. Drafting Rules for the Budget Units is a small but necessary part of the work of OLA.

3. **Use:**   The indicator could be used to determine the basis for workload function for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No.

6. **Data Source, Collection and Reporting:** What is the source of data for the indicator? The data could be collected by an employee creating the entry in the Case Tracking System each time the Office is requested to draft rules or a request for rules using the fields established for that specific type of file. Upon completion of a case by the attorney responsible, that information is reported and input into the Case Tracking System. The data could be processed automatically by the server when the employee uses the save function and the data is maintained on the Department's server. Each case file maintains an audit trail indicating who and on what date the file was edited. Deletion of the file from the Case Tracking System is not permitted. The data could be collected daily and reported quarterly.

7. **Calculation Methodology: Not presently being captured.**

8. **Scope:** The indicator could be aggregated on statewide basis.

9. **Caveats:** Although the number of rules drafted could show effectiveness, the manpower spent doing so would be interesting to know but may not be significant.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.

Amended 08-12-04

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Legal 08B-421   DPSC- Public Safety Services – Office of Legal Affairs**

Objective: **To provide ongoing training and development for all OLA employees to ensure that they receive at least the minimum continuing Professional Education credits and upgrade clerical positions to paralegal positions**

Indicator Name: Number of man-hours of professional and support staff classes attended.
Number of employees attending
Number of employees advancing to higher level
Number of employees rewarded for achievement
Number of positions upgraded
Upgrade clerical positions to paralegal positions to increase effectiveness

Indicator LaPAS PI Code: NEW See caveat

1. **Type and Level**: Input, Output and Outcome Indicators- Key Level

2. **Rationale:**   To provide the opportunity for professional and support staff level classes. Recognize and reward both improved performance and outstanding achievement within the Office of Legal Affairs. Increase the effectiveness of the support staff by upgrading the clerical positions to paralegal positions at a minimum of costs.

3. **Use:**   The indicator could be used to determine the basis for workload function for internal management purposes.

4. **Clarity:** Does the indicator name clearly identify what is being measured? Yes.

5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? No.

6. **Data Source, Collection and Reporting:** Civil Service has mandated training and course requirements for all staff. The Human Relations Department is keeping the records and Civil Service is providing the training. Each employee is responsible for seeing that he/she finishes the requirements timely.

7. **Calculation Methodology:** Tabulations from HR and Civil Service

8. **Scope:** All employees.

9. **Caveats:**   The upgrading of the positions would require the employees to get additional training on their own initiative or there would need to be a lay off plan created.

10. **Responsible Person:** James C. Dixon, Deputy General Counsel, OLA, 225-925-6177, 225-925-4624, jdixon@dps.state.la.